

	SOLICITATION AMENDMENT		ARIZONA DEPARTMENT OF HEALTH SERVICES 1740 West Adams, Room 303 Phoenix, AZ 85007 (602) 542-1040 (602) 542-1741 fax
	Solicitation No. HP832090		
	Amendment No #3	Page 1 of 5	
	Solicitation Due Date: May 19, 2008 at	3:00 P.M.	
			Contact: Richard Szawara
A signed copy of this amendment must be submitted with your Solicitation Response. Amendments may be issued to this solicitation at any time. It is the responsibility of the supplier/Offeror to routinely check the ADHS website for solicitation amendments. This Solicitation is amended as follows:			

This Amendment summarizes changes incorporated into the RFP posted on the ADHS website titled "HP832090: Amendment 3." To obtain a copy of or review the RFP and previous Amendments, log onto www.azdhs.gov and click on the Quick Links Procurement site. The RFP titled "HP832090: Amendment 3" incorporates all changes made by all Amendments; so that the RFP is a complete document which reflects all changes made by Amendments 1, 2, and 3. The page numbers referenced in this Amendment refer to the page numbers from the initial RFP; page numbers in the RFP titled "HP832090: Amendment 3" may have changed because of incorporating Amendments 1, 2, and 3. If the RFP posted to the ADHS website does not reconcile to the changes identified in Amendments 1, 2, and 3, the changes reflected in Amendments 1, 2, and 3 shall apply and take precedence over any discrepancy in the RFP, "HP832090: Amendment 3", posted on the ADHS website. If a link in the RFP or this amendment does not work, copy and paste the link to your browser. The following summarizes Amendment 3 changes incorporated into the RFP.

1. Special Instructions, page 36 of 278, section "(i)" is amended to read:
 "Offeror's experience in utilizing practice guidelines provided by Customers;"
2. Capitalize "integrated medical record" throughout the RFP to read: "Integrated Medical Record", except at: page 38, subsection (6), the second sentence; and, page 142, subsection (a), the last line.
3. Special Instructions, page 38 of 278, subsection "(7)", delete the word "centralized."
4. Special Instructions, page 41 of 278, subsection "(5)", after the sentence that reads: "Where provided in the spreadsheet, use the drop down menu to populate the cell"; insert the following: "If the menu does not contain the needed information, populate the cell manually." In addition, before the last two sentences, insert the following: "The Offeror should not submit the letters of intent or the provider contract signature pages, but should be prepared to provide copies of all or a subset of them, when requested."
5. Special Instructions, page 41 of 278, a new subsection is added after number "(6)" and number "(7)" is amended to read "(8)". The new number "(7)" reads:
 "(7). Offeror's letters of intent shall not include a covenant-not-to-compete requirement. Specifically, the letters of intent shall not prohibit a provider from contracting with or signing a letter of intent for another offeror."
6. Special Instructions, page 60 of 278, section "7", last sentence, is amended to delete the following: "if the Contractor's total membership was 8,000 Members and if the Contractors' total membership was 16,000 Members."


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7. Special Terms and Conditions, page 88 of 278, section "V." the link is amended to read:
["http://www.azdhs.gov/phs/ocshcn/crs/crs_rfp_documents_links.htm"](http://www.azdhs.gov/phs/ocshcn/crs/crs_rfp_documents_links.htm)
8. Scope of Work, page 111 of 278, subsection "(2)", first line, delete "centralized" and amend the first line.
9. Scope of Work, page 111 of 278, subsection "(3)" delete "centralized" in the first line.
10. Scope of Work, page 127 of 278, subsection "(a)" is amended to read:
 "(a). To determine if a service is a medically necessary Covered Service, the Contractor shall apply the State's definition of Medically Necessary, nationally recognized level of care criteria pre-approved for use by ADHS, such as InterQual, and relevant requirements from Chapters 5.0 and 6.0 of the CPPM to the Authorization Request."
11. Scope of Work, page 153 of 278, subsection "(5)" (which starts on the previous page), is amended to delete the last sentence of the subsection.
12. Scope of Work, pages 153 through 156 of 278, subsection "(2)" which starts on page 153; multiple changes are made to this section and it is amended in accordance with the RFP posted on the ADHS website.
13. Scope of Work, page 168 of 278, subsection "(b)", the first line, "pharmacy" is deleted.
14. Scope of Work, page 192 of 278, subsection "6.A.", last sentence is amended to read:
 "New and existing Prior Authorization and Member Services Representatives must be trained in Statewide geography and have access to mapping search engines (e.g., MapQuest, Yahoo Maps, Google Maps, etc) for the purposes of authorizing services or recommending providers in the most geographically appropriate locations while addressing the transportation needs of the Member."
15. Scope of Work, page 210 of 278, subsection "C.(2)" is deleted.
16. Scope of Work, page 213 of 278, subsection "(b).", second paragraph, first sentence, first line, is amended to insert "in a format approved by ADHS."
17. Scope of Work, page 214 of 278, subsection "(d)", second sentence, insert "Orfadin and Kuvan."
18. Scope of Work, page 217 of 278, subsection "(4)" (which starts on the previous page), first paragraph on page 217 is amended to read:

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“The Contractor's profits and losses for Title XIX and Title XXI shall be limited to four percent (4%) of revenue per Contract Year. Profits and losses will be calculated on service (i.e., non-administration) revenue and expenses. For this calculation service revenue equals total CRS-related Title XIX and Title XXI payments less the Administration and Underwriting Profit/Risk/Contingency portion of the capitation rates, adjusted for payables and receivables to/from ADHS.”

19. Scope of Work, page 218 of 278, last paragraph (under subsection “(b)” on page 218), last sentence as reads: “The Contractor shall receive advance written notice of any changes in Performance Guarantee or Incentive measures, thresholds, goals, and related in accordance with terms of this Contract.” is amended to read:
 “The Contractor shall receive advance written notice of any changes in Performance Guarantees, Incentives, measurement, thresholds, goals, or related information in accordance with the terms of this Contract.”
20. Attachment B – Price Sheet, page 223 of 278, is amended to delete “Half of population (assume 8,000).”
21. Exhibit B, page 232 of 278, under “Service Delivery – Scope of Work C” the second cell down, on the left is amended to change “60” days to read “90” days; this same section, the fourth cell down on the left is amended to delete “Quarterly.”
22. Exhibit B, page 232 of 278, under “Network – Scope of Work D” the second entry from the bottom, on the left, the word “Provider/” is deleted.
23. Exhibit B (2), page 235 of 278, fourth cell from the bottom, on the left, is amended to change “60” days to read “90” days.
24. Exhibit B (2), page 236 of 278, “Quarterly Language Line Reports” row is deleted.
25. Exhibit B (2), page 237 of 278, seventh cell down, on the left, the word “Provider/” is deleted.
26. Exhibit C, page 239 of 278, second cell under the “Performance Indicator” column, the first entry is amended to read: “Percent of Service Plans that are initiated on the date of Enrollment”; this same column, the last cell, the first two entries, are respectively amended to read:
 “Percent of members with an Integrated Medical Record
 Measured through ADHS audit”

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27. Exhibit F, page 250 of 278, second entry from the bottom, on the left, "Integrated" is deleted.

20. Page 268 of 278, definition of "Integrated Medical Record" is amended to read:

"Integrated Medical Record - a single location or process through which the medical information listed in Chapter 9.0 of the CPPM is recorded or accessible to facilitate the coordination and quality of care delivered by multiple providers serving a single patient in multiple locations and at varying times."

28. Bidders Library, the following are amended:

- a. The link titled "Family_Satisfaction_Survey 07.pdf [PDF 872K]" is amended to read "Family Satisfaction Survey Report 2008.pdf [PDF 870K]". The document has been modified to present the most recent survey results from April 2008.
- b. The document linked at "CRS Enrollment Data Profile http://www.azdhs.gov/phs/ocshcn/data_statistics.htm" is modified to include updated numerical content.
- c. The following new links are added:

[CRS Regional Contractors Delegated Functions Report.pdf](#) [PDF 548K]

[CRSA Notice to Cure 06 03 05.pdf](#) [PDF 720K]

[CY07 Q3 UM and QM Reports.pdf](#) [PDF 56K]

[CY07 Q4 UM and QM Reports.pdf](#) [PDF 28K]

[CY08 Q1 UM and QM Reports.pdf](#) [PDF 100K]

[CY08 Q2 UM and QM Reports.pdf](#) [PDF 100K]

[Referral Statistics.pdf](#) [PDF 12K]

[2007 AHCCCS OFR Report.pdf](#) [PDF 2,343K]

[2007 CRSA OFR CAP.pdf](#) [PDF 840K]

[2007 Flagstaff Admin Review Final Report.pdf](#) [PDF 1,667K]

[2007 Flagstaff CAP.pdf](#) [PDF 32K]

[2007 Phoenix Admin Review Final Report.pdf](#) [PDF 1,573K]

[2007 Phoenix CAP.pdf](#) [PDF 2,085K]

[2007 Tucson Admin Review Final Report.pdf](#) [PDF 1,630K]

[2007 Tucson CAP.pdf](#) [PDF 192K]


[2007 Yuma Admin Review Final Report.pdf](#) [PDF 1,610K]

[2007 Yuma CAP.pdf](#) [PDF 77K]

[CMS Rate Setting Checklist.pdf](#) [PDF 895K]

2006 CRS EQRO Report

http://www.azahcccs.gov/Publications/Reports/EQRO/2007/CRS_EQRO_CY06.pdf

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- d. Under the heading titled **“Bidder’s Library Document Links”**, the subtitle and link **“Family Satisfaction Survey”** is deleted.
- e. The link [CRS File Layout Specifications Manual.pdf](#) [PDF 3,004K] , Section C: AHCCCS Encounter Processing – adds a description of the AHCCCS Validator process and the files that will be returned to the sites in the Processing Overview section.
- f. The link titled **“Contractor's Policy and Procedure Manual (CPPM) CY09 CPPM Manual** [PDF 2,207K]” is updated to change three policies at the following section reference numbers: 3.1 (added the Arizona Department of Health Services/Division of Behavioral Health Services for CRS Members concurrently receiving behavioral health services); 11.3 (indicated that InterQual is one example of the Level of Care Criteria that could be utilized, but is not the only criteria that can be utilized); and, 11.14 (clarified the requirement for CRS members enrolled prior to October 1, 2008, removed the list of tasks for the Care Coordinator, replaced medical director with a physician as part of the team).

29. The data files referenced on page 19 of 278 are amended in accordance with the following:

- a. The link to the CRS Packet is updated; the old link (date read “4-17-08”) is removed and the new link is added that reads:
“CRS Proposed Capitation Rates CRS Packet FINAL 5-01-08.pdf”

ALL OTHER INSTRUCTIONS, TERMS AND CONDITIONS REMAIN UNCHANGED

Vendor hereby acknowledges receipt and understanding of above Amendment <hr/> Signature _____ Date _____ <hr/> Type Name and Title _____ <hr/> Name of Company _____	The above referenced Solicitation Amendment is hereby executed this ____ day of _____, 2008 in Phoenix, Arizona. <p style="text-align: center;">SIGNATURE ON FILE</p> <hr/> Signature _____ Title: Jean Clark, State Procurement Administrator
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